



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Comcast Phone of Illinois, LLC**  
**CIMCO, a division of Comcast Business Services**  
**Comcast Digital Phone**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.22	0.22	0.23	0.22
B. Operator Answer Time - Information [730.510(a)(1)]	2.40	1.70	2.00	2.03
C. Repair Office Answer Time [730.510(b)(1)]	27.00	16.00	54.00	32.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	27.00	16.00	54.00	32.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.07%	97.84%	97.46%	97.41%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.16	1.40	1.37	1.64
H. Percent Repeat Trouble Reports [730.545(c)]	18.42%	20.72% *	19.17%	19.35%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	446	89	54	196
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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